



Telephone Interpreting Service

## User's Guide



Technology Center 199-3 Sulky Drive Winchester, VA 22602  
Tel: 1.877.405.8764 Fax: 1.540.869.9637 info@lle-inc.com [www.lle-inc.com](http://www.lle-inc.com)  
Proprietary

1. **Dial** 1.800.234.0780

2. **Enter** your assigned access code followed by the # key.

*(If your company has requested the Custom Call Code feature you'll be prompted for it after entering the access code, followed by the # key.)*

*You may dial '0' at any time after entering your access code to speak with a Customer Care Representative.*

3. **Enter** the language request code followed by the # key.

You may listen to the menu of frequently requested languages and select the language at any time.

4. Once the interpreter comes on the line,

- **introduce** yourself,
- **state** the purpose of your call, and
- **instruct** the interpreter to proceed.

Although LLE-LINK has prompts that will guide you, you do not need to wait - you may enter the language request code at any time.

The toll-free number and your access code can be pre-programmed (speed dial) for faster access by you or your IT personnel.

**Please note** - entering the language request code is the most efficient way to reach an interpreter.

**Placing a call to a client with limited English proficiency**

1. Access the LINK system and connect to an interpreter - let them know who you will be calling, the purpose of the call, and put them on hold.
2. Call your client and create the three-way conference call with the interpreter, the client and yourself.

*Our interpreters can't make outbound calls, so you will need to conference the call from your line.*

**Scheduling an appointment with an interpreter**

1. Dial the toll-free number, enter your access code and press '0' for a Customer Care Representative.
2. Inform the CCR that you need to schedule an interpreter and give
  - language,
  - date and time of the appointment,
  - any special instructions.

**Calling for an appointment**

1. Dial the toll-free number, enter your access code and press '0'.
2. Tell the CCR that you are calling in for a scheduled appointment with an interpreter. The CCR will connect you with the interpreter reserved for you.

**Requesting a male or female interpreter for sensitive calls**

1. Dial the toll-free number, enter your access code and press '0'.
2. Ask the CCR whether a male or female interpreter is currently available in the language you need. Remember that you can schedule an appointment with a specific interpreter ahead of time.

LLE provides on-demand service in all of the languages listed below, and more.  
 As a general rule, to access a less commonly / seldom requested language,  
 it is advisable to schedule an interpreter when possible.

<u>Commonly Requested</u>	<u>Code</u>				
Arabic	92	Catalan	506	Lithuanian	735
Bengali	706	Cebuano	768	Luganda	718
(Chinese) Cantonese	93	Croatian	754	Macedonian	775
Creole (Haitian)	780	Danish	711	Malay	737
Czech	710	Dutch	713	Malayalam	507
Farsi, Western	94	Egyptian Arabic	538	Mandinga	739
French	95	Estonian	783	Marathi	714
German	4	Farsi, Eastern (Dari)	712	Mirpuri	533
Italian	995	Finnish	716	Mongolian	790
Japanese	96	Flemish	501	Ndebele	521
Korean	3	French (Can.)	511	Nepali	741
(Chinese) Mandarin	97	Fukienese	715	Norwegian	742
Polish	5	Fulani	745	Oromo	796
Portuguese	996	Ga	505	Pashto	98
Punjabi, Eastern	749	Georgian	784	Pidgin, Nigerian	522
Romanian	750	Greek	993	Rwanda	519
Russian	997	Gujarati	738	Samoan	543
Slovak	755	Hakka	513	Serbo-Croatian	752
Somali	757	Hausa	721	Serbian	752
Spanish	1	Hebrew	722	Shanghai	515
Turkish	764	Hindi	994	Shona	753
Urdu	999	Hmong	744	Sinhala	754
Vietnamese	2	Hungarian	724	Slovenian	756
		Ibo	759	Swahili	998
		Ilocano	726	Swedish	761
		Indonesian	727	Sylheti	526
		Iraqi Arabic	539	Tagalog	762
		Javanese	540	Taiwanese	763
		Kachchi	534	Tamil	729
		Kazakh	786	Thai	992
		Kirundi	537	Tibetan	798
		Kongo	518	Tigrinya	773
		Krio	720	Tongan	792
		Kurdish Bandinani	731	Twi	709
		Kurdish Sorani	730	Ukrainian	765
		Kurmanji	520	Wolof	747
		Laotian	732	Yiddish	528
		Latvian	733	Yoruba	794
		Lingala	734	Zulu	770

Less Commonly/Seldom  
Requested

Afrikaans	701
Akan	723
Albanian	702
Amharic	91
Armenian	772
Assyrian	502
Azerbaijani	778
Bosnian	752
Bulgarian	707
Burmese	708
Cambodian	991

1. **You will be greeted by the interpreter, and they'll identify themselves by their name, interpreter code, language, and offer assistance:**

*"Hello, this is Juanita, your Spanish Interpreter #2754, how may I help you?"*

\*In the unlikely event you reach an interpreter who does not speak the language requested, you will need to hang up and re-connect to the LLE-LINK system.

2. **Identify yourself, the name of your organization and the name of the caller:**

*"This is James Grant with ABC, Inc., and I have Ms. Gonzalez on the line."*

3. **Allow the interpreter to introduce themselves to your caller.**

4. **Briefly state the situation, and what information you need to give or receive from your caller:**

*"We are filling out an application and I need to obtain some basic information.."*

5. **Instruct the interpreter to proceed with the interpretation. Speak directly to the caller in the first person:**

*"Ms. Gonzalez, what's your address please?"*

6. **Inform the interpreter when you are ready to end the call. The interpreter will let your caller know.**

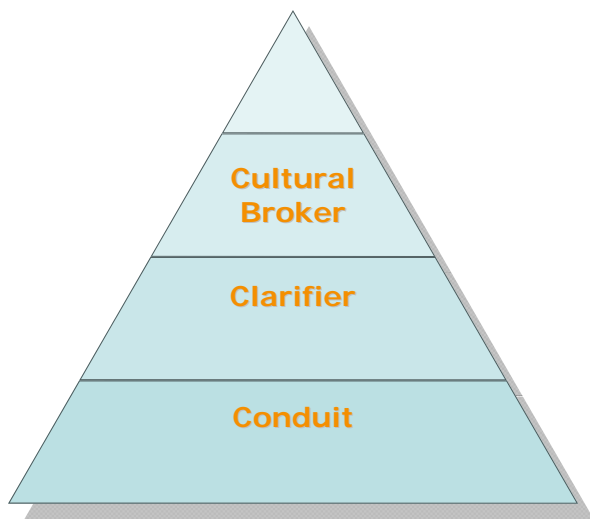


1. Identify yourself & your purpose clearly, speaking a little more slowly than usual and breaking regularly to allow the interpreter to interpret. If possible, give the interpreter a quick picture of the situation - this is particularly helpful if your client is upset.
2. Allow the interpreter time to introduce themselves to your client.
3. Remember that the interpreter is a conduit facilitating communication between languages & cultures. Information passes through them but they are not personally involved in the conversation.
4. Direct the interpreter as to what information will be delivered or obtained from your client. Remember, you are driving the conversation.
5. Speak directly to the Limited English Speaker during the conversation and avoid using the 3<sup>rd</sup> person ("tell him...", "ask him...", "Does he know...").
6. Be aware that there may be a delay before an interpreter can elicit the information you need because of cultural or linguistic differences.
7. Expect to hear what may seem to be 'chatter' occasionally between the interpreter & your client as they build the communication bridge. Please be patient and the interpreter will get back with you. Feel free, however, to interrupt & ask the interpreter what information was being shared between them. The interpreter will let you know.
8. Be aware of linguistic differences. It often requires more words in the target language to express the meaning of the originating language.
9. If you are not clear don't understand them, feel free to ask the interpreter to repeat themselves. Expect, though, to hear accented English from some interpreters.
10. Be patient - interpretation involves at least three people speaking two languages expressing their ideas & sharing information.



### Conduit

This is the most basic of the roles. It involves rendering in one language what has been said in a second: no additions, no omissions, no editing or polishing.



**This is the “default” role of the interpreter, which the interpreter adopts unless they perceive a clear potential for misunderstanding.**

### Clarifier

In this role, the interpreter adjusts register, explains or makes word pictures of terms that have no linguistic equivalent (or whose linguistic equivalent will not be understood by the LEP individual) and checks for understanding.

**The interpreter should take this role when they believe it is necessary to facilitate understanding.**

### Cultural Broker

In this role, the interpreter provides a necessary cultural framework for understanding the message being interpreted.

**The interpreter should take this role when cultural differences are leading to a misunderstanding on the part of either the client or the LEP individual.**



**LLE**

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## Call Review Form

Call Date & Time:	Time Zone:
Language:	Client:
Interpreter Name & Code:	

Excellent 5, More than satisfactory 4, Satisfactory 3, Less than Satisfactory 2, Unacceptable 1

CRITERIA	5	4	3	2	1	N/A
1. Interpreter greets English speaker in accordance with approved protocol (first name, language, interpreter code & offer of assistance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Interpreter uses first person in English (not "he said", "she said") to enhance the communication flow, unless reporting an issue or clarifying information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Interpreter does not have multiple exchanges with Non-English speaker <b>without</b> reporting back to client (i.e. if clarification questions and/or explanations are necessary, client is informed).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Interpreter appears to verify information (personal data, phone numbers, pin numbers, names, addresses, etc.), as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Interpreter appears to be familiar with client related terminology and/or asks for clarification of unknown terms/industry-specific jargon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Interpreter adheres to the role of <i>conduit</i> except for instances where clarification was required or cultural issues impeded communication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Interpreter handles call in professional manner remaining polite, courteous and helpful toward both client and LEP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Interpreter closes call according to LLE protocol ("Is there anything else I can help you with? Thank you for using our services.").	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. LLE® client is satisfied with the interpretation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Please provide information for any issues graded below a "4" as well as any additional comments on service:						



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## Customer Support

**Mailing address:**

LLE® - Language Services  
199-3 Sulky Drive  
Winchester, VA 22602

Toll free: 1.877.405.8764  
Fax: 1.540. 869.9637

**Email/website/client portal:**

[clientrelations@lle-inc.com](mailto:clientrelations@lle-inc.com)

<http://www.lle-inc.com>

[www.lle-link.com](http://www.lle-link.com)

**Contacts:**

Customer Care Representative: 1.800.234.0780 & dial '0'

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**Hang up and contact LINK again if you encounter:**

- A busy signal at any time.
- A call which goes unanswered by the automated system for 30 seconds or more.
- Being placed on hold for more than five minutes without speaking with a Customer Service Care Representative or being connected to an interpreter.
- Any unusual interference (clicks, pops, ringing, severe static, etc...)

**Procedure:**

**Step 1** Please hang up, and re-dial LLE-LINK on its regular toll free number, 1.800.234.0780. If the problem persists, proceed to step 2.

**Step 2** Call Customer Service at **1.800.234.0780 x 0** and report the issue as soon as possible.

